Review of compliance

Westgate Healthcare Limited The Chestnuts Nursing and Dementia Care Home	
Region:	London
Location address:	63 Cambridge Park London E11 2PR
Type of service:	Care home service with nursing
Date of Publication:	November 2012
Overview of the service:	Chestnuts Nursing and Dementia Care Home provides accommodation and nursing and personal care to adults who may have a diagnosis of Dementia.

Summary of our findings
for the essential standards of quality and safety

Our current overall judgement

The Chestnuts Nursing and Dementia Care Home was meeting all the essential standards of quality and safety inspected.

The summary below describes why we carried out this review, what we found and any action required.

Why we carried out this review

We carried out this review as part of our routine schedule of planned reviews.

How we carried out this review

We reviewed all the information we hold about this provider, carried out a visit on 21 September 2012, carried out a visit on 18 October 2012, observed how people were being cared for, looked at records of people who use services, talked to staff and talked to people who use services.

What people told us

People told us that they felt safe and comfortable in the home. They said it was warm, the staff were friendly and that the manager was a caring person. One person told us "the staff always do their best" while another told us "I have been in the home for a long time, have seen the changes and I am very happy here".

The home was clean, warm and throughout the three floors staff were engaged with people who use the service. There were parts of the home with worn carpets some of which were torn presenting a trip hazard. We raised this with the manager who immediately arranged for a temporary repair to ensure people's safety.

We found that there were enough staff to meet the needs of the 37 people living in the home at the time of our inspection.

What we found about the standards we reviewed and how well The Chestnuts Nursing and Dementia Care Home was meeting them

Outcome 04: People should get safe and appropriate care that meets their needs and supports their rights

The provider was meeting this standard. People experienced care, treatment and support that met their needs and protected their rights.

Outcome 07: People should be protected from abuse and staff should respect their

human rights

The provider was meeting this standard. People who use the service were protected from the risk of abuse, because the provider had taken reasonable steps to identify the possibility of abuse and prevent it from happening.

Outcome 10: People should be cared for in safe and accessible surroundings that support their health and welfare

The provider was meeting this standard. People who use the service, staff and visitors were protected against the risks of unsafe or unsuitable premises

Outcome 14: Staff should be properly trained and supervised, and have the chance to develop and improve their skills

The provider was meeting this standard. People were cared for by staff who were supported to deliver care and treatment safely and to an appropriate standard.

Outcome 16: The service should have quality checking systems to manage risks and assure the health, welfare and safety of people who receive care

The provider was meeting this standard. The provider has an effective system to regularly assess and monitor the quality of service that people receive.

Other information

Please see previous reports for more information about previous reviews.

What we found for each essential standard of quality and safety we reviewed

The following pages detail our findings and our regulatory judgement for each essential standard and outcome that we reviewed, linked to specific regulated activities where appropriate.

We will have reached one of the following judgements for each essential standard.

Compliant means that people who use services are experiencing the outcomes relating to the essential standard.

Where we judge that a provider is non-compliant with a standard, we make a judgement about whether the impact on people who use the service (or others) is minor, moderate or major:

A minor impact means that people who use the service experienced poor care that had an impact on their health, safety or welfare or there was a risk of this happening. The impact was not significant and the matter could be managed or resolved quickly.

A moderate impact means that people who use the service experienced poor care that had a significant effect on their health, safety or welfare or there was a risk of this happening. The matter may need to be resolved quickly.

A major impact means that people who use the service experienced poor care that had a serious current or long term impact on their health, safety and welfare, or there was a risk of this happening. The matter needs to be resolved quickly.

Where we identify compliance, no further action is taken. Where we have concerns, the most appropriate action is taken to ensure that the necessary changes are made.

More information about each of the outcomes can be found in the *Guidance about compliance: Essential standards of quality and safety*

Outcome 04:
Care and welfare of people who use services

What the outcome says

This is what people who use services should expect.

People who use services:
* Experience effective, safe and appropriate care, treatment and support that meets their needs and protects their rights.

What we found

Our judgement

The provider is compliant with Outcome 04: Care and welfare of people who use services

Our findings

What people who use the service experienced and told us
People were happy with the care they received in the home. One person told us "the staff helped me to walk with my zimmer so that I could regain my independence" while another said "I have no complaints here because they give me the care I need. I can't fault them".

Other evidence
Care and treatment was planned and delivered in a way that ensured people's safety and welfare. There were detailed assessments, care plans, risk assessments and daily logs for each person using the service. Care plans were signed and drawn up with each person or their relative and used by the staff to deliver the care and support that was agreed. The daily logs were used to record the care given each day. We found that these records were accurate and up to date.

There were 37 people using the service during our inspection with quite varied needs and abilities. We spoke with staff who understood people's needs. For example they told us how they cared for people who needed pressure area care, support with their nutritional intake, dementia and diabetes. We saw a range of monitoring documents including fluid balance charts, turning charts, urine and blood glucose monitoring charts that were used to deliver care and treatment to people. These charts were accurate and reflected the care and treatment that was given to people. People who use the service had their needs met.

People who used the service also had risk management plans when there was a risk to

their safety or independence. There were appropriate arrangements in place to ensure that people remained safe during an emergency, for example with a fire, flood or the outbreak of an infectious disease. We spoke with staff who were able to tell us what they would do in each case of an emergency.

Our judgement
The provider was meeting this standard. People experienced care, treatment and support that met their needs and protected their rights.

Outcome 07:
Safeguarding people who use services from abuse

What the outcome says

This is what people who use services should expect.

People who use services:
* Are protected from abuse, or the risk of abuse, and their human rights are respected and upheld.

What we found

Our judgement

The provider is compliant with Outcome 07: Safeguarding people who use services from abuse

Our findings

What people who use the service experienced and told us
People told us that they felt safe in the home. One person told us "the staff always do what they say the would do" while another stated "the staff are ever so careful when they help me get out of bed".

Other evidence
We spoke with staff who had an understanding of their role in keeping people safe from the risk of harm from abuse. They knew of the different types of abuse and who to report to if they witnessed abuse or had an allegation of abuse made to them. Staff received training on safeguarding vulnerable adults and had access to an up to date safeguarding policy. We saw records to confirm this.

We asked staff about whistle blowing and they gave examples of how and when they would blow the whistle. They told us that they had a duty of care to ensure that people who use the service were safe. Staff told us that they had training in the Mental Capacity Act2005 and Deprivation of Liberty Safeguards. This was to ensure that they understood the processes involved in protecting people's rights and promoting their interests.

We saw that generic capacity assessments were carried out on some people. We spoke to the manager about this as they did not relate to a specific decision. He told us that he would carry out more specific assessments as and when there were concerns about a person's capacity to carry out a task or particular tasks. We noted that there were no deprivation of liberty safeguards in place for people who use the service.

People were safe from the risk of harm from abuse and had their rights promoted and protected.

Our judgement
The provider was meeting this standard. People who use the service were protected from the risk of abuse, because the provider had taken reasonable steps to identify the possibility of abuse and prevent it from happening.

Outcome 10:
Safety and suitability of premises

What the outcome says

This is what people should expect.

People who use services and people who work in or visit the premises:
* Are in safe, accessible surroundings that promote their wellbeing.

What we found

Our judgement

The provider is compliant with Outcome 10: Safety and suitability of premises

Our findings

What people who use the service experienced and told us
People told us that they were comfortable in the home. They told us that it was warm and cleaned on a daily basis. One person told us "I love my room, its nice and cosy" while another said "they are always cleaning, which is good for us". We saw that people were able to access various parts of the home aided and unaided in a safe manner.

Other evidence
The provider has taken steps to provide care in an environment that is suitably designed and adequately maintained. There was a system in place for maintenance work to be reported and carried out. There was also a maintenance officer on site to deal with day to day repairs.

We also saw worn carpets in the hallways in various parts of the home. In some cases the carpets were torn or lifted and presented a trip hazard to staff, visitors and people who use the service. We pointed this out to the manager who immediately took steps to secure the raised carpets.

We checked with the manager as to why the damaged carpets were not repaired or replaced to ensure that people were not placed at risk of tripping over them. He told us that they were identified for repair and told us of a wider plan to have a total refurbishment of the building. The provider might wish to note that all environmental risks to people's safety should be kept to a minimum.

The home was clean, bright and airy during our inspection. There were ancilliary staff to

carry out this function to ensure that people lived in a pleasant environment. Health and safety checks were carried out on the building for example, fire safety, emergency lighting, electric and gas. Records were held to confirm this.

Our judgement
The provider was meeting this standard. People who use the service, staff and visitors were protected against the risks of unsafe or unsuitable premises

Outcome 14:
Supporting workers

What the outcome says

This is what people who use services should expect.

People who use services:
* Are safe and their health and welfare needs are met by competent staff.

What we found

Our judgement

The provider is compliant with Outcome 14: Supporting workers

Our findings

What people who use the service experienced and told us
People told us that the staff were kind, caring and helpful. One person told us "the staff do a great job supporting me with my medication, diet and my bath. I do not know what I would do without them".

Other evidence
People were cared for by staff who were supported to deliver care and treatment safely and to an appropriate standard. The manager showed us the training, supervision and appraisal plan for all levels of staff in the home. We spoke to staff who told us that they received training and supervision to do their job. Some of the training included safeguarding vulnerable adults, the Mental Capacity Act 2005, first aid, health and safety and pressure area care.

The provider took ownership of this service approximately four months prior to our inspection and so appraisals were not carried out under the new management. Staff also told us that they felt supported by the manager in that they could approach him any time if they had a problem. They told us that team meetings were held in which people's care, treatment and support, as well as other operational
issues were discussed. We saw records to confirm this. This meant that staff were fully up to date with people's care and were well supported to deliver it.

Our judgement
The provider was meeting this standard. People were cared for by staff who were supported to deliver care and treatment safely and to an appropriate standard.

Outcome 16:
Assessing and monitoring the quality of service provision

What the outcome says

This is what people who use services should expect.

People who use services:
* Benefit from safe quality care, treatment and support, due to effective decision making and the management of risks to their health, welfare and safety.

What we found

Our judgement

The provider is compliant with Outcome 16: Assessing and monitoring the quality of service provision

Our findings

What people who use the service experienced and told us
We spoke with people who used the service but their feedback did not relate to this outcome.

Other evidence
People who use the service, their representatives and staff were asked their views about their care and treatment and they were acted on. The manager carried out quality surveys for people who use the service at the end of summer. He showed us an action plan which detailed improvements with respect to more parties and outdoor activities, more outings, introducing weekly cultural meals and imrpoving the laundry service as a whole.

People's views were taken into account and acted upon at The Chestnuts Nursing and Dementia care home.

Meetings were held with people who used the service on a regular basis in which they could raise issues about any aspect of the service. There were also risk assessments and risk management plans for people's safety, the general building and equipment used in the home. This ensured that the service was safe for the people using it.

Our judgement
The provider was meeting this standard. The provider has an effective system to regularly assess and monitor the quality of service that people receive.

What is a review of compliance?

By law, providers of certain adult social care and health care services have a legal responsibility to make sure they are meeting essential standards of quality and safety. These are the standards everyone should be able to expect when they receive care.

The Care Quality Commission (CQC) has written guidance about what people who use services should experience when providers are meeting essential standards, called *Guidance about compliance: Essential standards of quality and safety*.

CQC licenses services if they meet essential standards and will constantly monitor whether they continue to do so. We formally review services when we receive information that is of concern and as a result decide we need to check whether a service is still meeting one or more of the essential standards. We also formally review them at least every two years to check whether a service is meeting all of the essential standards in each of their locations. Our reviews include checking all available information and intelligence we hold about a provider. We may seek further information by contacting people who use services, public representative groups and organisations such as other regulators. We may also ask for further information from the provider and carry out a visit with direct observations of care.

Where we judge that providers are not meeting essential standards, we may set compliance actions or take enforcement action:

Compliance actions: These are actions a provider must take so that they **achieve** compliance with the essential standards. We ask them to send us a report that says what they will do to make sure they comply. We monitor the implementation of action plans in these reports and, if necessary, take further action to make sure that essential standards are met.

Enforcement action: These are actions we take using the criminal and/or civil procedures in the Health and Social Care Act 2008 and relevant regulations. These enforcement powers are set out in the law and mean that we can take swift, targeted action where services are failing people.

Information for the reader

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Author	Care Quality Commission
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